MyHairDressers.com

USER'S MANUAL

www.myhairdressers.com

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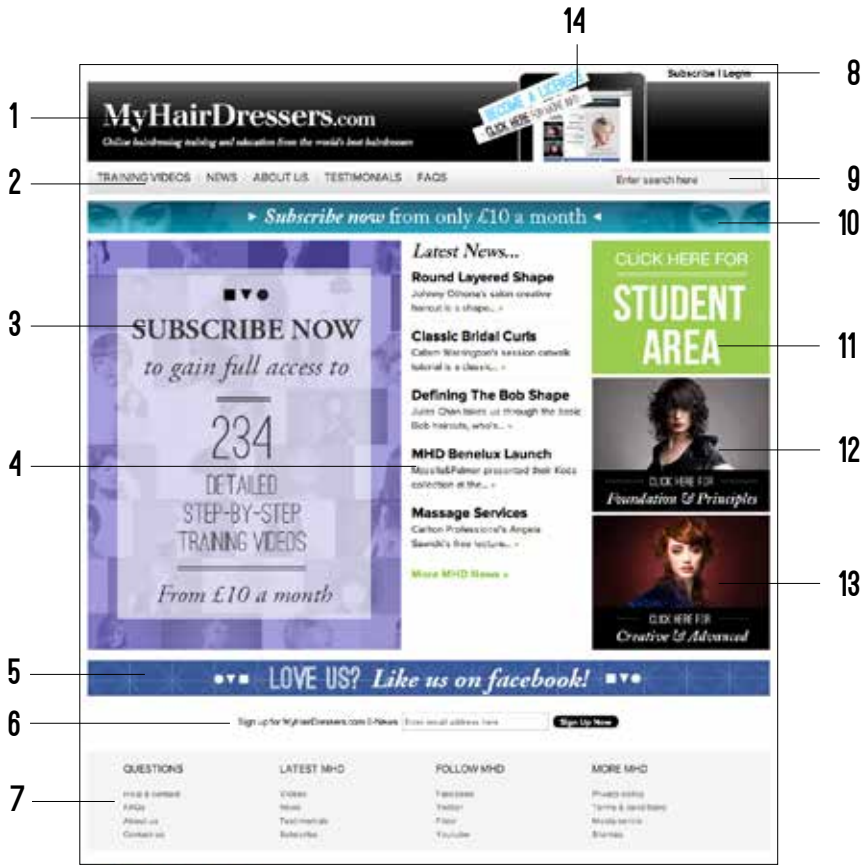
INTRODUCTION

This user's manual will tell you everything you need to know about using MyHairDressers.com

You will be taught how to navigate through the website and how to get everything out of the MyHairDressers experience.

HOMEPAGE



The Home Page is simple and easy to navigate. Here are the main things that you will use (labelled on the image):

1 If you click on the logo it will take you back to the Home Page from wherever you are.
2 The toolbar will take you to places through the site: '***Training Videos***', '***News***', '***About Us***', '***Testimonials***' and '***FAQs***'.
3 The rotating image on the home page will be kept updated with all our latest information.
4 Our latest news will keep you up to date with the hair industry and all our own updates.
5 Check out our Facebook page by clicking on this link.
6 Sign up to the MyHairDressers e-news letter by entering your email address here and clicking '***Sign Up Now***'.
7 Use these menus at the bottom of the page to navigate to certain places throughout the site.
8 Click here to subscribe or login. Once you've logged in this will become your '***My Account***' button where you can access all your personal details.
9 Enter any term here to search the whole site.
10 The '***Subscribe now***' banner will take you to the registration process.
11 Click here to be taken to the student site ***mhd.myhairdressers.com***
12 Click here to see the selection of '***Foundation & Principles***' videos.
13 Click here to see the selection of '***Creative & Advanced***' videos.
14 The '***Become a Licensee***' graphic will take you to a questionnaire page, for potential licensees.

SUBSCRIBE

Subscribe: Step 1 *'What Package'*

Once you have clicked '***Subscribe***' on the Home Page, you will be led to the '***What Package***' page.

Select the option you wish to purchase.

If you have a coupon code, enter it into the coupon code box, and then select the option you wish to purchase. Your coupon discount will automatically be accounted for in the payment process.

SUBSCRIBE

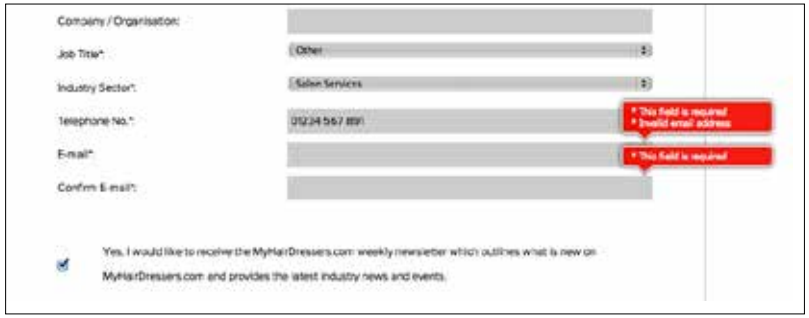
Subscribe: Step 2 *'About You'*

Once you have chosen your preferred option, you will be led to a page where you will enter all your personal information.

All fields marked with an asterisk (*) have to be filled in.

Once completed click '***Continue***'. You can '***Cancel***' or '***Reset***' the form at any time.

If you enter any information incorrectly you will not be able to get past this stage and the incorrect field will be highlighted in red. Once this has been corrected you will be able to continue on to Step 3.


Company / Organisation:
Job Title*:
Other
Industry Sector*:
Salon Services
Telephone No.*:
E-mail*:
Confirm E-mail*:
Yes, I would like to receive the MyHairDressers.com weekly newsletter which outlines what is new on MyHairDressers.com and provides the latest industry news and events.

SUBSCRIBE

Subscribe: Step 3 *'Billing Details'*

Once you have completed your personal details, you will be led to a page where you will enter all your billing details.

All fields marked with an asterisk (*) have to be filled in.

Once completed click '***Continue***'. You can go '***Back***,' '***Cancel***' or '***Reset***' the form at any time.

Confirm how you want to pay (with Paypal or a Debit/Credit card) to be led to the final stage of payment.

If you enter any information incorrectly you will not be able to get past this stage and the incorrect field will be highlighted in red. Once this has been corrected you will be able to continue on to step 4.

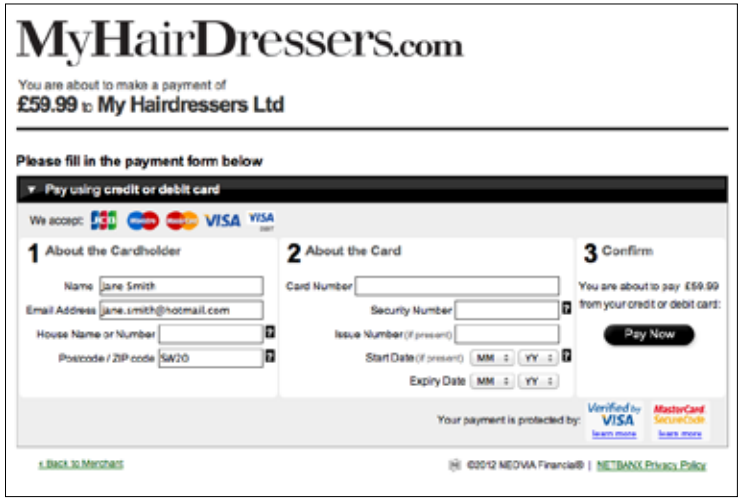
SUBSCRIBE

Subscribe: Step 4 '*Payment*'

Once you have completed your billing details, you will be led to the final page where you will confirm your payment.

If you clicked to pay with a debit / credit card, you will be led to a page where you will enter your card information. Once entered click '***Pay Now***'.

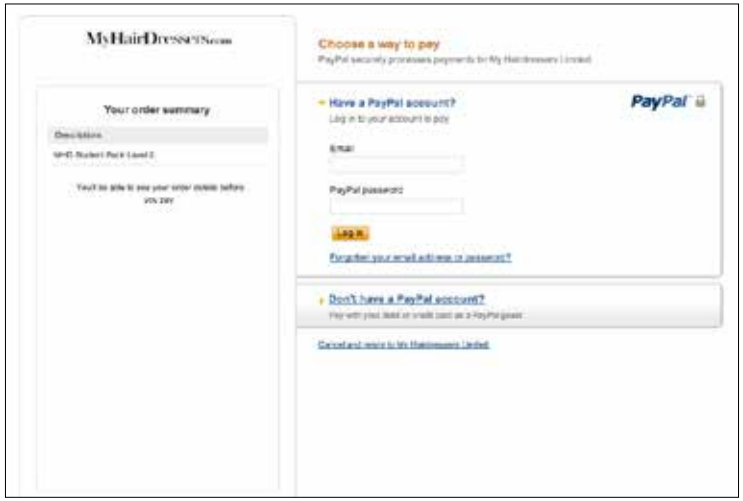
You will receive a confirmation email soon after.



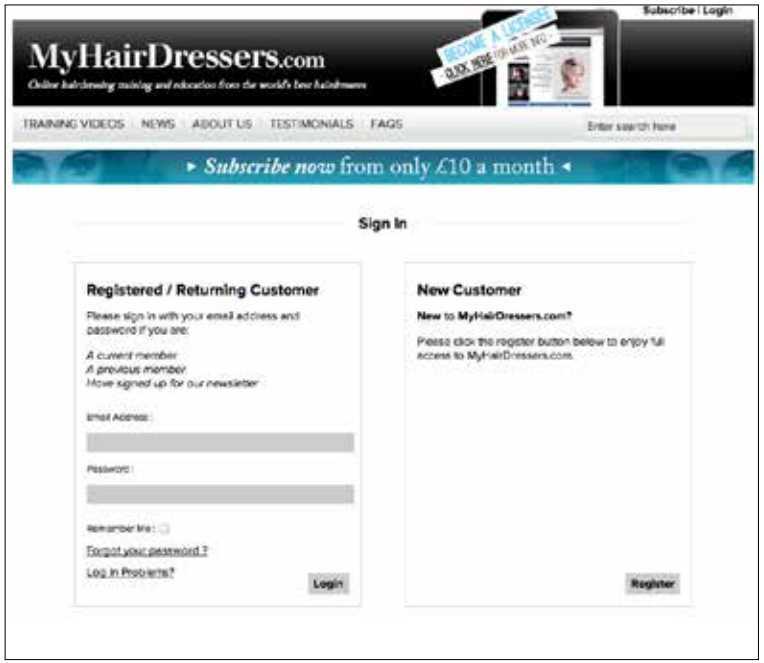
If you are paying by Paypal, you will be taken through to Paypal's payment page.

Login to Paypal and confirm the payment and you will be sent an email of confirmation from both Paypal and MyHairDressers.com.

You will now be a member of MHD and be able to log in successfully.



LOGIN



How To Login

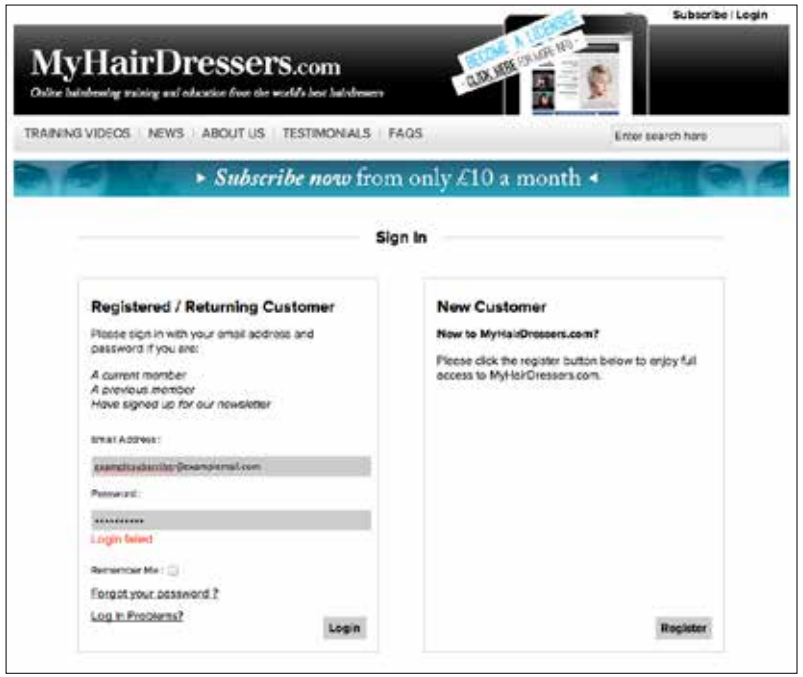
When you click '***Login***' in the top right hand corner of any page you will be led to the page shown opposite.

If you are already a customer fill in your email address and password and click '***Login***'. Tick the '***Remember Me***' box, if no one else has access to the computer you are using, to save you time in the future.

If you are not a customer and you would like to subscribe, click '***Register***' in the box on the right hand side.

For help with the registration process, please refer to page 5-8 of this manual.

LOGIN


Subscribe | Login
MyHairDressers.com
Online hairdressing training and education from the world's best hairdressers
TRAINING VIDEOS | NEWS | ABOUT US | TESTIMONIALS | FAQS
Enter search here
Subscribe now from only £10 a month
Sign In
Registered / Returning Customer
Please sign in with your email address and password if you are:
A current member
A previous member
Have signed up for our newsletter
Email Address :
Password :
Login failed
Remember Me :
Forgot your password ?
Log In Problems?
Login
New Customer
Now to MyHairDressers.com?
Please click the register button below to enjoy full access to MyHairDressers.com.
Register

Problems

If you have typed any of your information incorrectly, once you click '***Login***', '***Login Failed***' will flash up below the box.

Retry filling in the fields as you may have made a mistake. If this still does not work click '***Login Problems?***' and you will be taken to the FAQs page. If you scroll down you will find information which may solve your query.

If not, please contact Claudine Smith on ***01702 425 190*** or ***claudine.smith@myhairdressers.com***.

When I log in it says ' Log in Failed'?

If you try and log in using your username and password and you get Login Failed, then you have incorrectly put in either your username or password or both. Please try again. If you have forgotten your password, simply click on **Forgot Password** on the login page, enter your registered email address in the box provided and then click on "Retrieve Password". The system will then reset your password and email it to you. Please note that the email will come from no-reply@myhairdressers.com. If it still does not work, please contact admin@myhairdressers.com.

When I log in why does it say "please register to gain full access to our video/pdf tutorials", when I am a paying subscriber?

It is possible that you need to delete your temporary Internet files, cookies and browsing history on your computer for the system to recognise that you are logged in. Dependent upon your internet browser, please do the following:

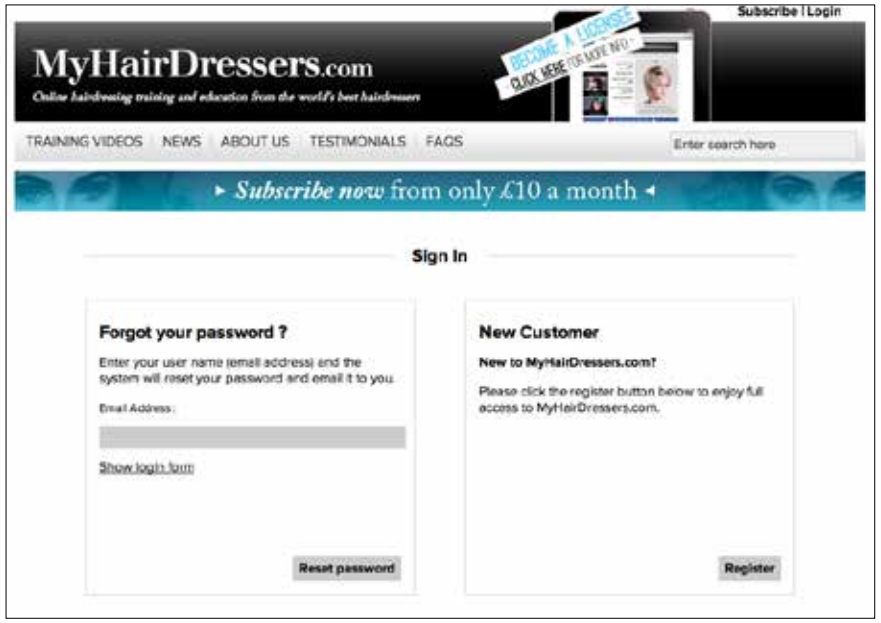
Internet Explorer
Go to the TOOLS section click on INTERNET OPTIONS
Click BROWSING HISTORY
Delete Temporary Internet Files, Cookies and History and click on Delete, then OK

Safari
Click SAFARI in the top left corner
Click Empty Cache
Click History in the top bar.
Click delete history at the bottom of the drop down menu
Click Preferences in the Safari menu
Select Security
Select Cookies
Click Delete

If you still have problems viewing the videos and pdf please contact us at **admin@myhairdressers.com**.

I have forgotten my password, what should I do?

LOGIN

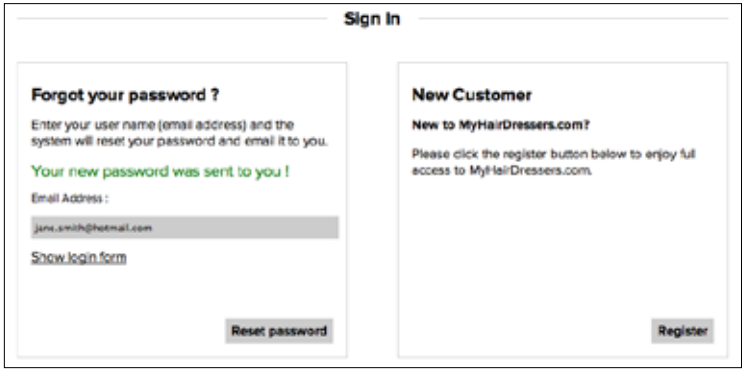

Subscribe | Login
MyHairDressers.com
Online hairdressing training and education from the world's best hairdressers
BECOME A LICENSEE
CLICK HERE FOR MORE INFO
TRAINING VIDEOS
NEWS
ABOUT US
TESTIMONIALS
FAQS
Enter search here
Subscribe now from only £10 a month
Sign In
Forgot your password ?
Enter your user name (email address) and the system will reset your password and email it to you.
Email Address :
Show login form
Reset password
New Customer
New to MyHairDressers.com?
Please click the register button below to enjoy full access to MyHairDressers.com.
Register

Forgotten Password?

If you have forgotten your password, click '***Forgotten Password?***'

Enter your email address as indicated and you will receive an email with a new password.

This new password will allow you to enter the site. If you wish to change the password, you will be able to do this in the account section. (For more information please visit page 11 of this manual.)


Sign In
Forgot your password ?
Enter your user name (email address) and the system will reset your password and email it to you.
Your new password was sent to you !
Email Address :
jane.smith@hotmail.com
Show login form
Reset password
New Customer
New to MyHairDressers.com?
Please click the register button below to enjoy full access to MyHairDressers.com.
Register

ACCOUNT PAGES

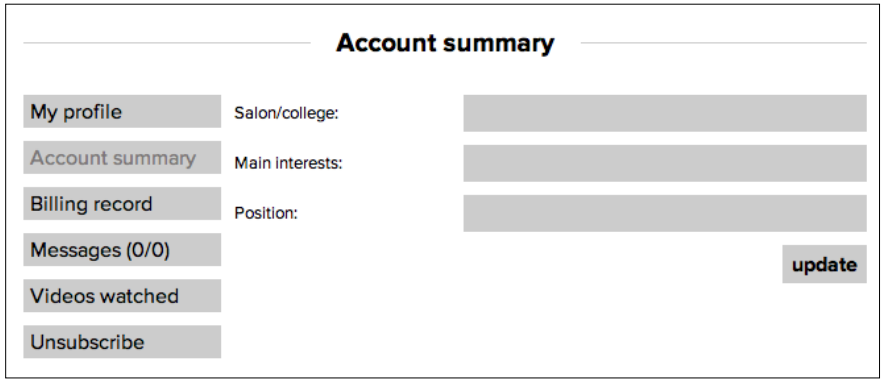
When clicking on '***My Account***' in the top right hand corner, you will be directed to your account page.

There are buttons down the left hand side to navigate through your account to see your *profile*, *account summary*, *billing record*, *messages*, *videos watched* and *unsubscribe*.

My Profile

The '***My Profile***' page shows all of your information. You can update this easily at any time by typing in any information you want to alter and clicking the '***Update***' button at the bottom of the page.

ACCOUNT PAGES



Account Summary

The button below '***My Profile***' in the left hand menu is '***Account Summary***'.

Here is where you can see more of your personal details which can be updated by filling in the information and clicking on '***Update***'.

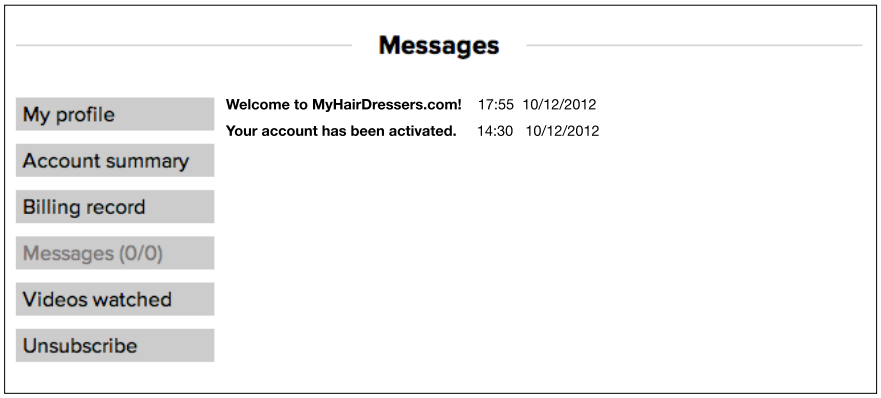
ACCOUNT PAGES

Billing Record

Underneath '***Account Summary***' in the menu, you will find '***Billing Record***'.

Any billing details you have regarding your subscription will be shown here, including the purchase dates.

ACCOUNT PAGES



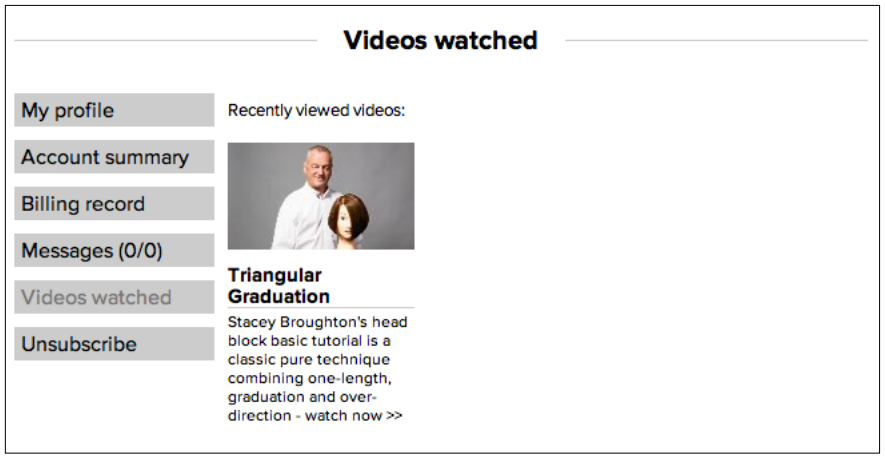
Messages

The next option in the menu is '***Messages***'.

Any urgent alerts on your account will appear in this section. These will also be sent as emails.

When you receive a new message, the number of new messages you have will appear in the box next to the word '***Messages***'.

ACCOUNT PAGES



Videos Watched

'***Videos Watched***' is the next button in the menu.

Any videos you have viewed will appear here. You can click on any of the videos to be taken to the relevant page.

ACCOUNT PAGES

Unsubscribe

The last button in the menu is '***Unsubscribe***'.

If you wish to unsubscribe, simply select your reason for leaving within the drop down menu and click '***Unsubscribe***'.

This will deactivate your account and you will no longer be able to login to MyHairDressers.com.

TRAINING VIDEOS

Video Library

There are several ways to find and view videos on the website.

The first, is to hover your mouse over the '***Training Videos***' button on the homepage menu. By doing this, you will see a drop down menu which will show you all the video catagories available.

Click the catagory you wish to view, and it will take you to that video library.

TRAINING VIDEOS

Video Library

Alternatively, click directly on the '***Training Videos***' link on the homepage menu bar and this will take you to the video library page.

Here you can view the latest release trailer, as well as browse all of the different catagories.

Click on any of the video catagories to be taken to that catagories library.

TRAINING VIDEOS

Searching For A Video

Another way to find the training video you are looking for, is by using the video filter facility.

This can be found on the right hand side of the following pages: '***Training Videos***', '***About Us***', '***Testimonials***' and '***FAQ's***'.

Tick the boxes you wish to search using the various '*search by*' options and click '***GO***'. This will give you relevant videos based on your search.

TRAINING VIDEOS

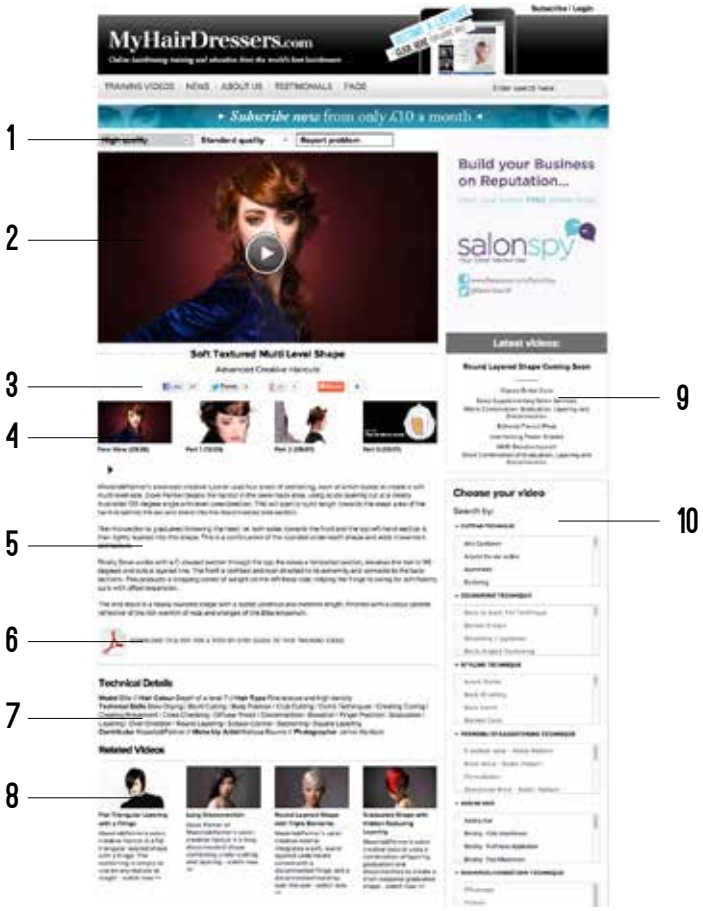
Contributors Video Page

Videos can also be searched by Contributor.

To do this, select the contributor you wish to view via the drop down menu underneath '***Training Videos***'.

This will take you to the contributors page where you can view their biographies, technical skills and select his or her tutorials to watch.

TRAINING VIDEOS



The Video Page

Once you have clicked on your chosen video, you will be taken to the video page. The image opposite displays the navigation of the video page.

1 Click these icons to watch in '***High Quality***', '***Standard Quality***' and '***Report Problem***'.
2 This is where your video will start playing. Click the '***Play***' icon in the middle of the screen to begin the video.
3 Feel free to '***Share***' and '***Tweet***' our videos.
4 Skip through certain parts of the video by clicking on ***Part 1***,***2***,***3*** or ***4***.
5 The video description.
6 Here is where you can click to download the accompanying step-by-step PDF.
7 A list of the technical skills used in the video.
8 Related videos.
9 A list of the latest videos will appear here which you can click through to.
10 '***Choose Your Video***' search filter.

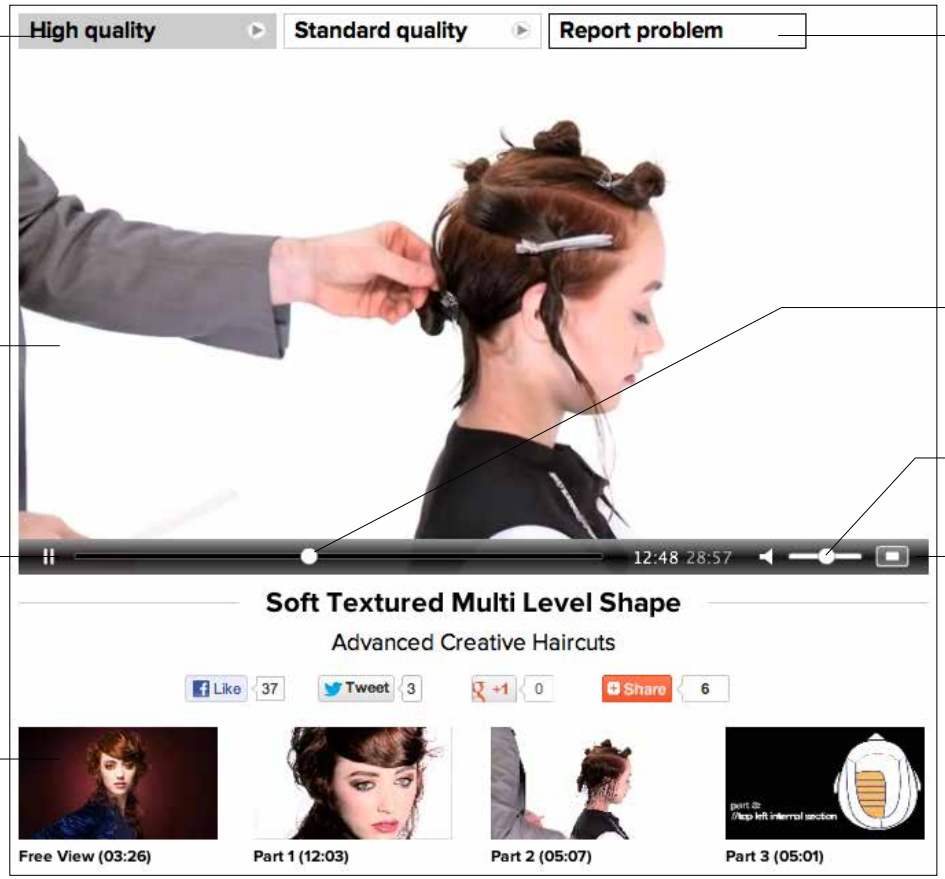
TRAINING VIDEOS

CHOOSE BETWEEN HIGH QUALITY AND STANDARD QUALITY

VIDEO SCREEN

BUTTON TO PLAY / PAUSE

SKIP BETWEEN VIDEO CHAPTERS



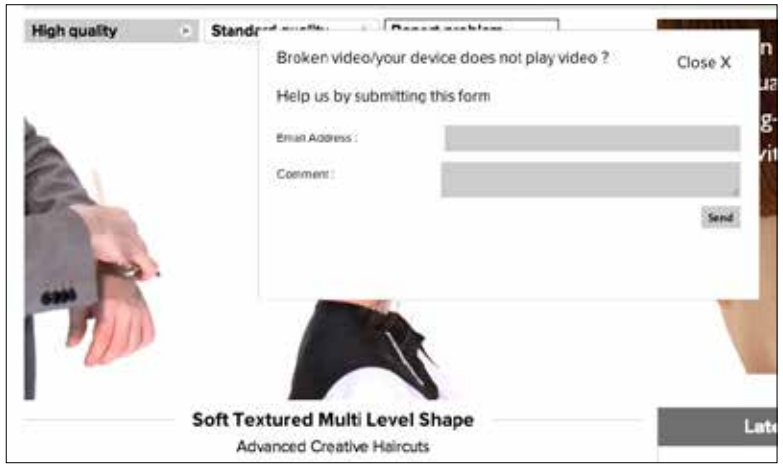
REPORT IF HAVING ANY VIDEO ISSUES.

TIME INTO THE VIDEO

INCREASE OR DECREASE THE SOUND.

ENLARGE THE VIDEO SCREEN

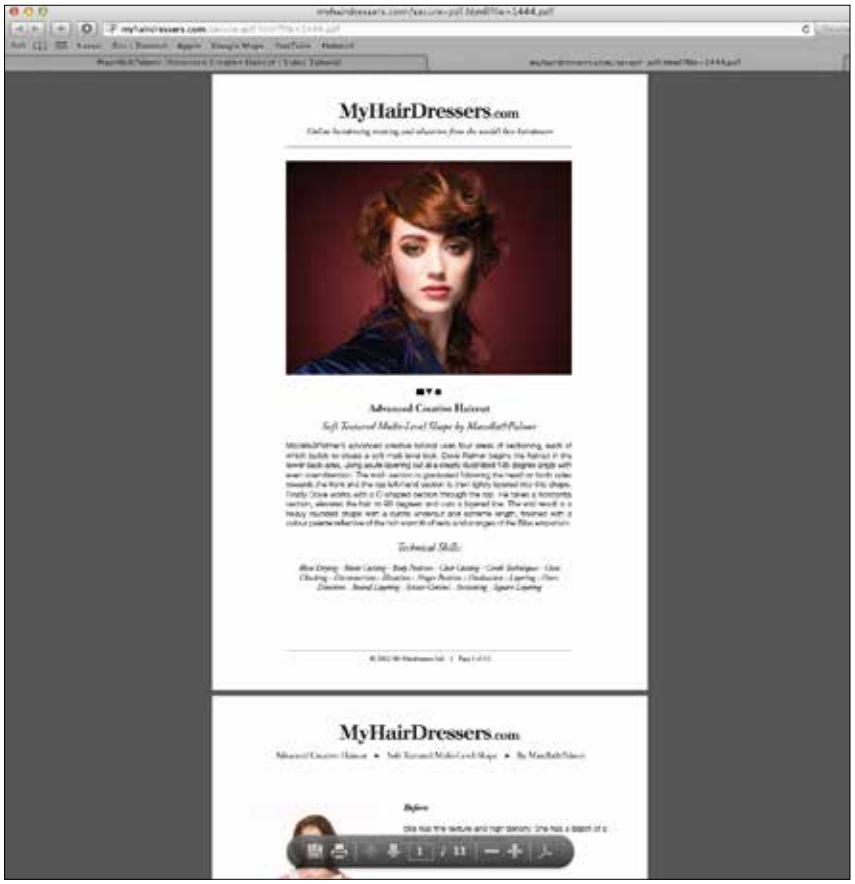
TRAINING VIDEOS



Report A Problem

If a video is not working for you, click on the '***Report Problem***' button above the video and fill in the form on the pop up box.

TRAINING VIDEOS

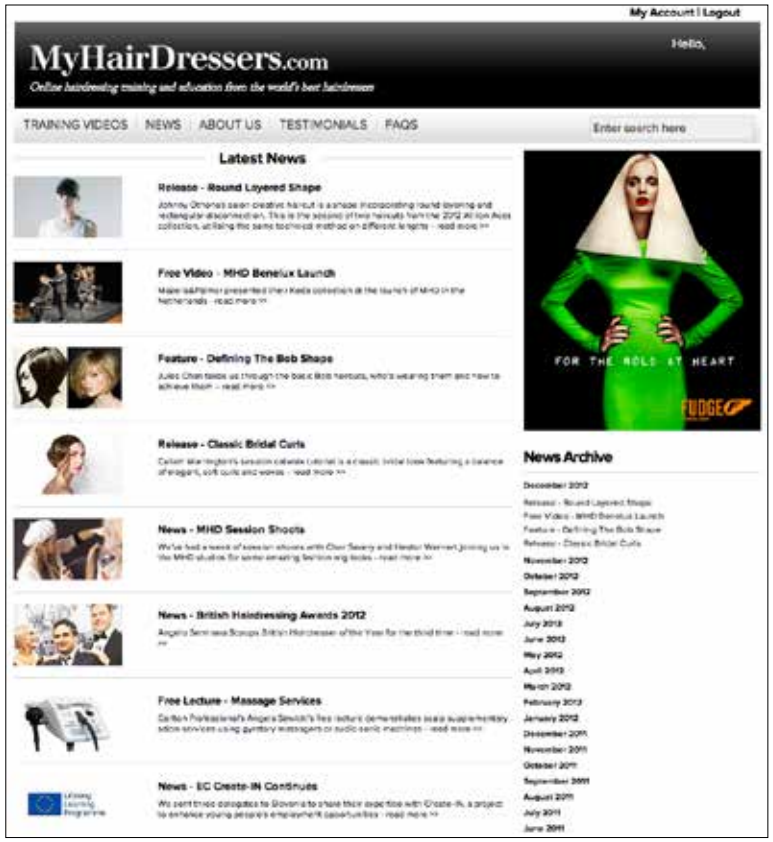


Step-By-Step PDF

Accompanying the training videos, are step-by-step PDFs which can be downloaded by clicking the '***Download this PDF for a step by step guide to this video***' button which is located underneath the video decription. (See page 21 of this manual).

The PDF will then open in a new window allowing you to either print it or save it directly from your computer.

NEWS



Latest News

By clicking '***News***' on the main menu you will be taken to a list of the latest news that MyHairDressers has released. Simply click on the story you wish to read, to be taken to that news story page.

Archive

You can also search through previously released news stories by using the '***News Archive***' search on the right hand side. This will show the stories released each month. Click the story you wish to read to be taken to that news story page.

NEWS

A News Story Page

Once you have clicked on the chosen news story you wish to read it will take you to that news story page.

Here you can read the article, as well as watching the accompanying video by clicking on the '***Watch The Video Now***' button situated underneath the main image at the top of the story.

Below the news story will be related articles that you may be interested in. You can also search through the archives on any news story page by using the '***News Archive***' list on the right hand side.

ABOUT US

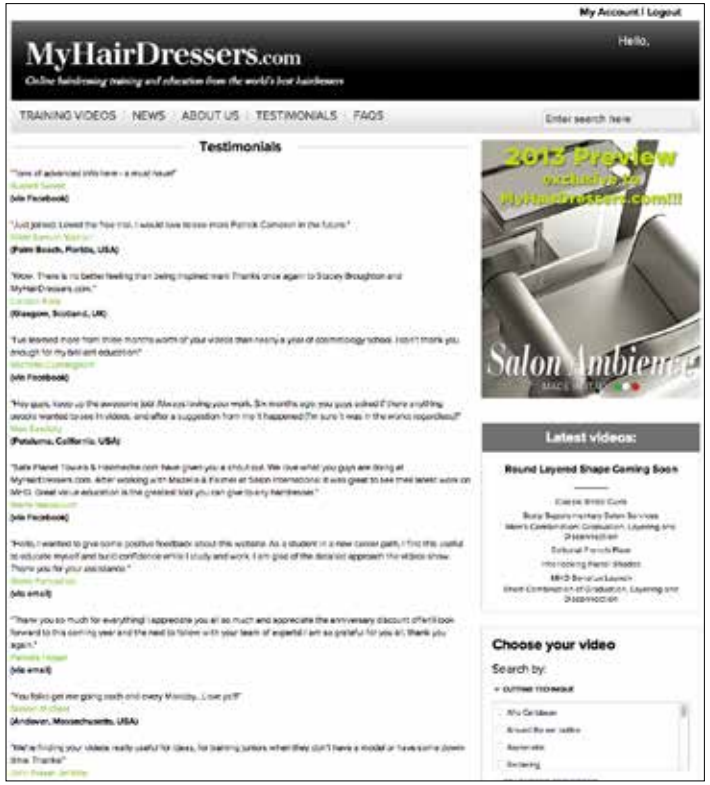
MyHairDressers.com
About Us
For an extensive range of quality hairdressing and wig-making supplies with over 80 years experience
Latest videos:
Choose your video

About Us

If you want to find out more about MyHairDressers.com, you will find the '***About Us***' button in the menu bar.

Here you can also see a list contact details for MyHairDressers offices located around the world.

TESTIMONIALS



Testimonials

Clicking on '***Testimonials***' on the menu will take you to a list of testimonials from MyHairDressers.com customers.

FAQS

FAQ's

Any general issues you have may be found on the '***FAQ***' page.

You will find the FAQ page in the top menu bar.

BECOME A LICENSEE

Subscribe | Login
MyHairDressers.com
TRAINING VIDEOS | NEWS | ABOUT US | TESTIMONIALS | FAQS
Subscribe now from only £10 a month
High quality
Standard quality
Report problem
For an extensive range of quality hairdressing and wig-making supplies with over 80 years experience
Click Here
Become a MyHairDressers.com Licensee
COMPLETE QUESTIONNAIRE
MyHairDressers.com

Licensee Information

If you are interested in becoming a licensee, you can click on the '***Become a Licensee***' graphic found at the top of the home page, (when you are not logged in).

This will take you to the licensee page, which will outline the licensee information.

This page will also contain a link to a questionnaire should you want to take your enquiry further.

Click on '***Complete Questionnaire***' to begin.

BECOME A LICENSEE

Licensee Questionnaire - Contact

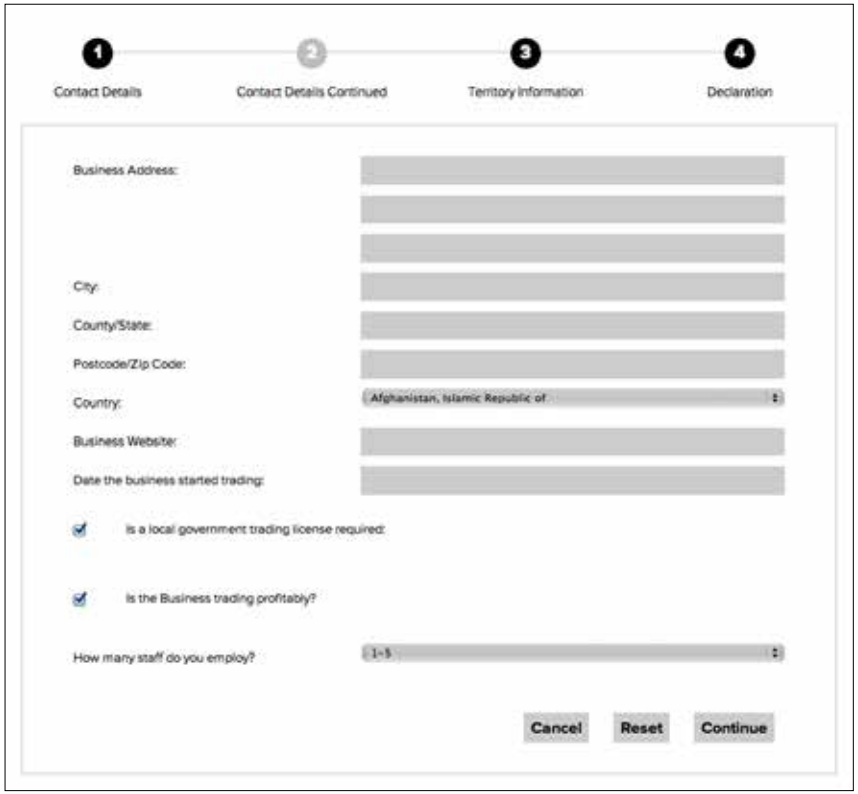
Begin the questionnaire by completing all of your contact information.

All fields must be filled in before moving onto the next section.

If you enter any information incorrectly you will not be able to get past this stage and the incorrect field will be highlighted in red. Once this has been corrected you will be able to continue on to Step 2

You can '***Cancel***' or '***Reset***' at any time.

BECOME A LICENSEE



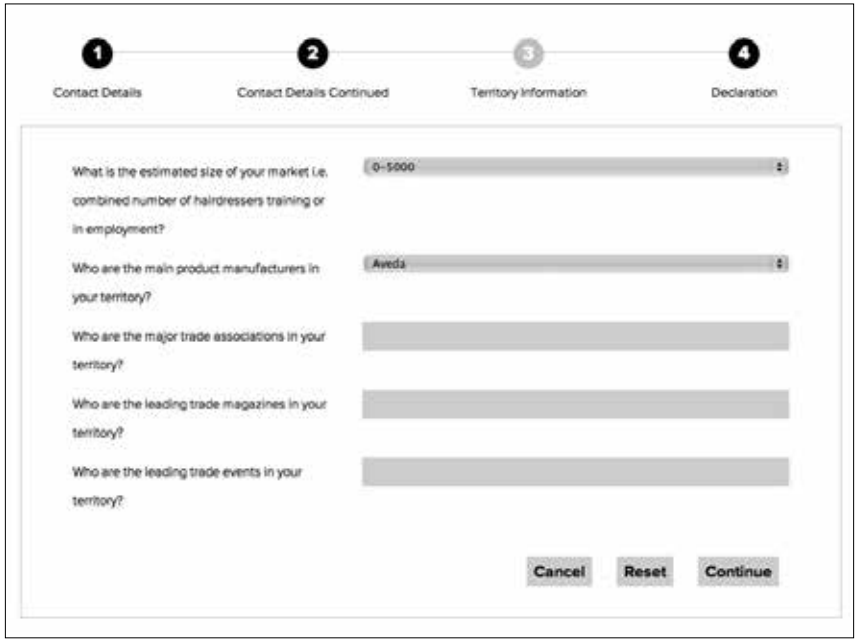
Licensee Questionnaire - Contact Continued

Step 2 of the questionnaire is your contact details continued.

All fields must be filled in before moving onto the next section.

You can '***Cancel***' or '***Reset***' at any time.

BECOME A LICENSEE



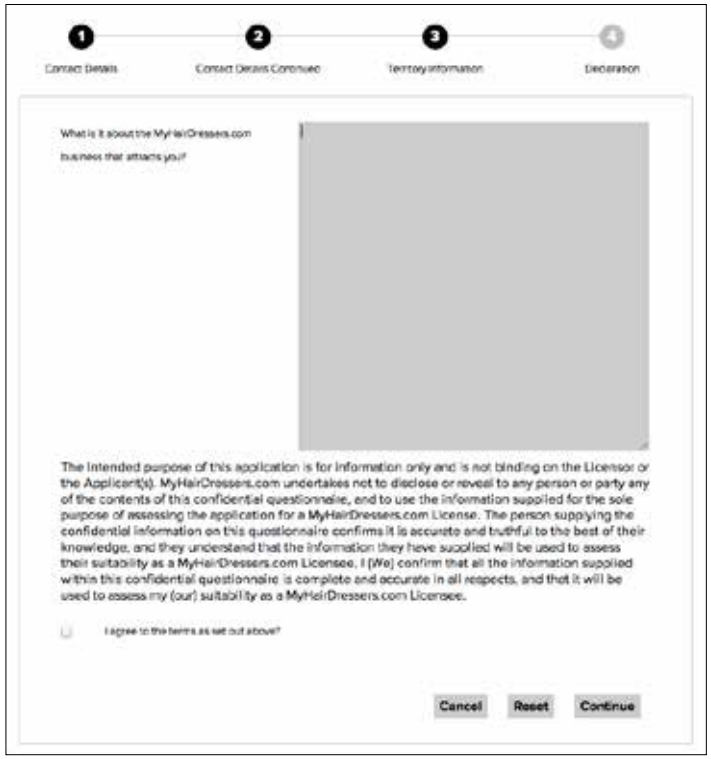
Licensee Questionnaire - Territory Information

Step 3 of the questionnaire is information regarding your terriroty.

All fields must be filled in before moving onto the next section.

You can '***Cancel***' or '***Reset***' at any time.

BECOME A LICENSEE


1
2
3
4
Contact Details
Contact Details Continued
Territory Information
Declaration
What is it about the MyHairDressers.com
business that attracts you?
The intended purpose of this application is for information only and is not binding on the Licensor or the Applicant(s). MyHairDressers.com undertakes not to disclose or reveal to any person or party any of the contents of this confidential questionnaire, and to use the information supplied for the sole purpose of assessing the application for a MyHairDressers.com License. The person supplying the confidential information on this questionnaire confirms it is accurate and truthful to the best of their knowledge, and they understand that the information they have supplied will be used to assess their suitability as a MyHairDressers.com Licensee. I (We) confirm that all the information supplied within this confidential questionnaire is complete and accurate in all respects, and that it will be used to assess my (our) suitability as a MyHairDressers.com Licensee.
I agree to the terms as set out above?
Cancel
Reset
Continue

Licensee Questionnaire - Decclaration

Step 4 is the final part of the questionnaire and requires you to provide why you are interested in MyHairDressers.com. You will also agree to the terms and conditions here.

Once you have clicked '***Continue***' you will have completed the questionnaire and someone will contact you in due course to discuss your interest further.

HELP & CONTACT

My Account | Logout
MyHairDressers.com
Hello,
TRAINING VIDEOS | NEWS | ABOUT US | TESTIMONIALS | FAQS
Contact us
The team at MyHairDressers.com welcomes any queries you may have. The following form will ensure your query will reach the correct department. Please complete all of the *Mandatory Fields correctly so your enquiry is dealt with immediately:
2013 Preview
Salon Ambience
Latest videos:
Choose your video
Search by:

Help & Contact

If you need any help or wish to contact us, at the bottom of the page you will find a button which says '***Help & Contact***'.

Click on this and you will be led to a form which you are able to fill out.

If you wish to contact us via telephone or email our contact details are also listed.

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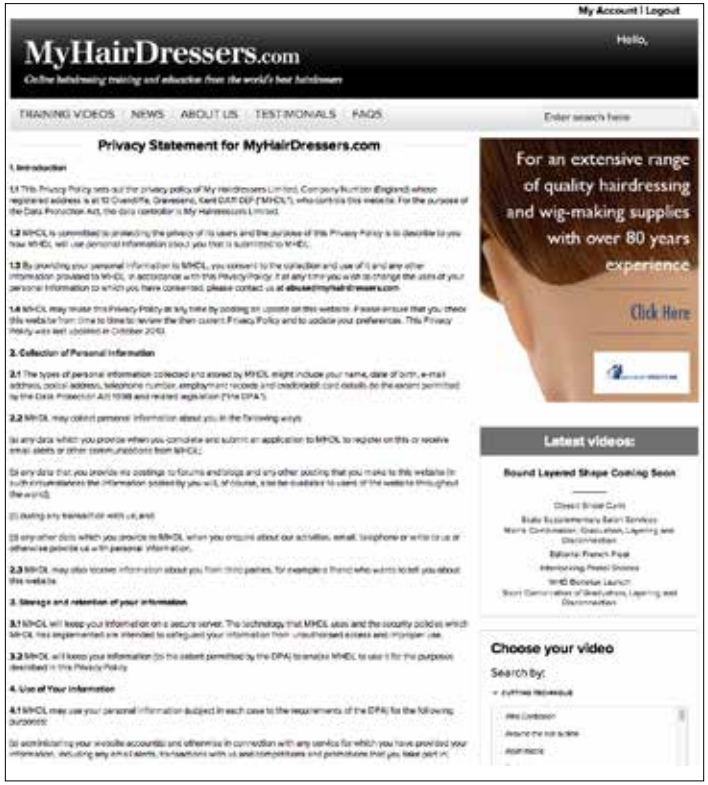
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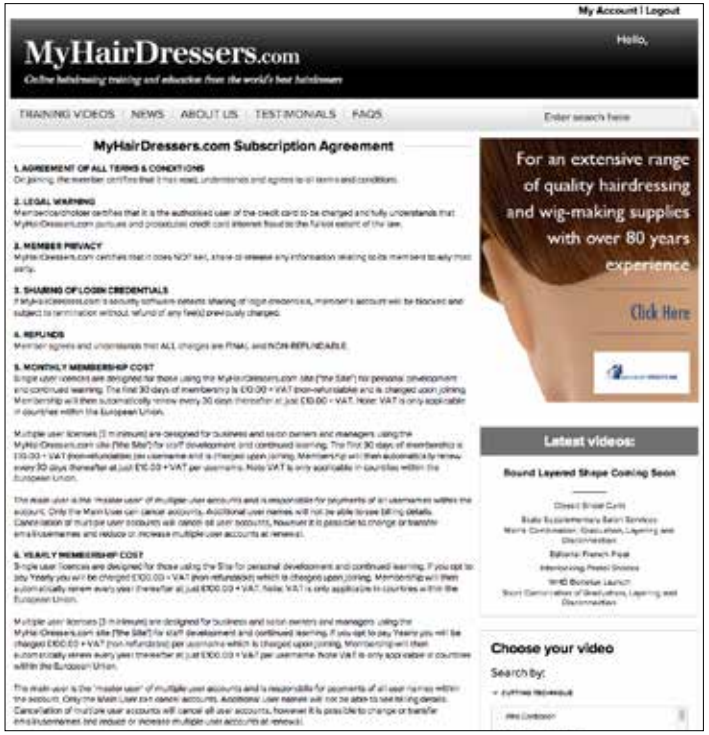
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ADVERTISE

Advertise

For information on advertising with MyHairDressers.com, click on '***Advertise***' in the '***More MHD***' menu at the bottom of the page.

SITE MAP

Site Map

The site map allows you to navigate to anywhere on the site using drop down links.

To get to the site map, click '***Site Map***' in the '***More MHD***' menu at the bottom of the page.

SOCIAL MEDIA

Facebook

Keep up to date with all MyHairDressers news, inspiration and and competitions, or leave us a comment, by following us on Facebook.

You can click on the Facebook banner which is on the bottom of the home page, or type in MyHairDressers into the Facebook search and '***Like***' our page.

SOCIAL MEDIA

Twitter

Follow MyHairDressers.com on twitter for all our latest information.

Find our twitter by searching @myhairdressers in the twitter search bar.

SOCIAL MEDIA

YouTube

Follow our YouTube channel to watch the MyHairDressers.com main site's weekly previews.

Type 'MyHairDressers.com' into the search box on the YouTube site to find our channel.